

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
September 10, 2003 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Bill Gardam-Human Services, Bev Schmeling-Public Safety, Roger Stirler-Education, Ron Pothast-Civil Rights, Karen Sinclair-Treasurer, Bill Snyder-Judicial, Dean Learner-Inspections & Appeals, Cindy Morton-Revenue
Member's Absent:	Penny Westfall-Law Enforcement Academy, Lance Noe-Drake
Other Attendees:	Nancy Berggren-DAS-HRE, Daryl Frey-DAS-HRE, MaryAnn Hills-DAS-HRE, Ed Holland-DAS-HRE
Opening Remarks:	<ol style="list-style-type: none"> 1. Chairperson Nancy Richardson called the meeting to order and asked for participant introductions. 2. Corrections to 08-27-03 minutes are: <ul style="list-style-type: none"> • Dave Heuton-Public Safety, added to other attendees. • Closing- under #3, should read: Motion was made by Roger Stirler-Education and seconded by Ron Pothast-Civil Rights to write a letter from the HRE Customer Council Encouraging memo billing for FY05 and rates established and charged in FY06. The motion carried. Nancy Richardson, Chair, will draft a letter on this issue to Mollie Anderson on the Council's behalf and circulate it for members' input and approval. • Closing-under #4, should read: The Council decided that the steps to be used in setting rates are as follows: <ul style="list-style-type: none"> • Understand and define HRE services • Determine if/how services should be bundled (major categories of services) • Explore pricing and rate-setting methodologies and develop method to be used • Understand current and historical financial data related to the defined services 3. Bill Gardam made the motion to approve the minutes as amended from the August 27, 2003 meeting and Bill Snyder 2nd the motion. 4. The motion carried and the minutes were approved.
Discussion of the Rate Letter:	<ol style="list-style-type: none"> 1. The committee discussed the draft letter to Mollie Anderson that expresses concern about the short timeframe to implement FY 05 rates. Discussion centered around: <ul style="list-style-type: none"> • The revisions Nancy Richardson received to the draft letter. • A review of the purpose and intent of the letter. • Who should sign the letter. • The timeline for getting a letter to Mollie Anderson. • If other customer councils were writing similar letters.

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Discussion of the Rate Letter (cont.)	<ol style="list-style-type: none"> 2. Bill Snyder made a motion that a draft letter be finalized and signed by all members of the customer council. Ron Postast seconded the motion. Discussion centered around the following issues: <ul style="list-style-type: none"> • Will recipients of the letter receive it favorably • Contacting other customer council chairs and asking if they are writing a similar letter 3. Dean Lerner made a motion that the original motion be tabled. Cindy Morton seconded the motion. The motion carried. Nancy Richardson will contact the chairs of the other customer councils to determine if they are writing a similar letter. She will also talk with them about the chairs of the three councils meeting periodically to exchange information.
Discussion of Chargeback Methods:	<ol style="list-style-type: none"> 1. Nancy Berggren handed out materials regarding initial research on how other organizations charge for human resource services. Nancy indicated that there does not appear to be any one popular method for these chargebacks, but the most common were transaction based, per employee fee, cost of service, or retainer. She indicated that HRE staff would continue to research this topic. Several suggestions were made from the group regarding organizations that might be contacted for this type of information. 2. Bill Snyder handed out a revised grouping of services that he had completed. Discussion followed regarding whether services were in the proper categories. The following changes were made: <ul style="list-style-type: none"> • HRIS entries would be moved to a separate HRIS category. This include Pre-Audit Payroll and other Payroll, HRIS Management and Support, and HRIS Components of I3 • Employee leave, relocation policy, return to work and loss control and safety will move to Benefits. 3. Bill will make changes and distribute the revised spreadsheet.
Closing:	<ol style="list-style-type: none"> 1. Nancy Richardson asked for Denise Sturm to provide the revenue projections at the next meeting, if possible. The revenues will not be discussed at the next meeting, but handing them out at the meeting will allow the committee time to review them.
Topics for next meeting:	<ul style="list-style-type: none"> • Approval of minutes • Updates on contacting other committee chairs and any additional research on chargebacks. • Review of services. The committee will limit the discussion to 5 minutes per service. • Distribution of projected revenues.
Next meeting:	September 24, 2003 at the <i>Grimes North Conference</i> room at 1:30 p.m.
Meeting Adjourned:	The meeting was adjourned at 3:30 p.m. on 09-10-03.